

FIRE EQUIPMENT DISPATCHER

CITY OF MILWAUKEE FIRE DEPARTMENT - ENTRANCE EXAMINATION

*The eligible list resulting from this examination will be used to fill both **PART-TIME** and **FULL-TIME** positions.*

MINIMUM QUALIFICATIONS:

- ❖ At least six months experience as a fire, police or ambulance dispatcher **OR** two years experience in high intensity public contact or telephone work, which involves handling multiple tasks at the same time.
- ❖ Ability to type accurately and with sufficient speed to perform the duties of the job. (A performance test of typing ability on a computer keyboard will be administered as part of the examination process.)
- ❖ Residence in the City of Milwaukee within six months after appointment and throughout employment.
- ❖ Applicants who have failed a Fire Department background investigation may not apply for two years after the date of disqualification; applicants who have been terminated by either the Fire or Police Department may not apply for two years from date of termination.

SALARY AND BENEFITS:

\$35,500 annually with raises up to \$47,373 (2006 salary). Benefits include health, dental and life insurance, pension plan, vacations and holidays, sick leave, and an optional deferred compensation plan. (Benefits of part-time employees will be as established through negotiations between the City and the union representing Fire Equipment Dispatchers)

DUTIES:

Fire Equipment Dispatchers are civilian employees of the Milwaukee Fire Department. Dispatchers receive calls for fire, medical or other emergency service by telephone; dispatch necessary units; handle and screen all telephone calls received; record information on computer; test radio equipment; prepare written records of alarms; transmit special orders and directions by radio; and perform related tasks. New dispatchers receive four weeks of classroom training and three months of on-the-job training, with continued formal training throughout the probationary year.

SKILLS AND ABILITIES REQUIRED: Candidates must be able to keep track of multiple tasks at the same time in a fast-paced environment. They must be able to learn dispatch procedures, orally transmit information concisely and accurately, hear normally, speak clearly and understandably, understand verbal communication despite lack of clarity, ask appropriate questions to obtain information, remember protocols and equipment locations, speak calmly under stress, analyze situations and determine the best course of action quickly, utilize more than one source of information at a time, and use correct grammar. They must be able to use a computer keyboard to accurately and efficiently enter information as it is received, and they must have a thorough knowledge of city street locations, layout and numbering system. Must have some experience with Microsoft Windows format. Fluency in speaking Spanish is very desirable.

WORKING CONDITIONS:

Work location: The current work location is in the Fire Department Emergency Communications Center at 2323 N. 49th Street.

Hours: Full-time dispatch employees work 8 hours on 1st, 2nd or 3rd shift. New employees are typically assigned to 2nd or 3rd shift, working a 40 hour week--scheduled 5 days on, 2 days off; 4 days on, 2 days off. Part-time employees work an average of 20 hours per week. Dispatch employees work weekdays, weekends and holidays.

Overtime: Full-time dispatchers may be required to work mandatory overtime with little notice, **at any time including immediately after shift**, when necessary, to keep emergency communications adequately staffed at all times. **Overtime is typically eight (8) hours in length (full shift)**. Part-time employees are also subject to mandatory extension of shift with little notice.

THE SELECTION PROCESS: Applicants will be notified of the date, time and place of the examination. The examination will be job related and will consist of a written job simulation exercise (38%), a keyboarding performance test (15%), and an oral interview (47%). Applicants must qualify on all parts of the examination. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Commission Rules. (Undeleted DD214 form required.)

ELIGIBLE LIST: Passing candidates are placed on an eligible list in order of final score. Candidates must pass a background investigation, medical examination and drug screen test prior to appointment from the eligible list. The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless extended or rescinded by the Fire and Police Commission.